



---

# Internal Appeals Policy

2019-2020

---

## Key staff involved in internal appeals procedures

Role	Name(s)
Head of centre	Chris Ash
SLT member(s)	Brigitte Marsden
Exams officer	Julie Clarke
SENCo	Julia Tydlesley

Date of next review	October 2020
---------------------	--------------

## 1. Appeals against internal assessment decisions (centre assessed marks)

This procedure confirms Dagenham Park Church of England School's compliance with JCQ's *General Regulations for Approved Centres 2019-2020*, section 5.7 that the centre has in place "a written internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are communicated, made widely available and accessible to all candidates" and that the centre "must inform candidates of their centre assessed marks. A candidate is allowed to request a review of the centre's marking before marks are submitted to the awarding body."

Certain components of GCSE and GCE (legacy GCE coursework, GCE and GCSE non-examination assessments) and other qualifications that contribute to the final grade of the qualification are internally assessed (marked) by the centre. The marks awarded (the internal assessment decisions) are then submitted by the deadline set by the awarding body for external moderation.

### Deadlines for the submission of marks (Summer 2020 exam series)

Date	Qualification	Details
24/03/2020	GCSE (Eduqas)	Drama Component 1. Final date for Eduqas and moderator to receive centre assessed marks for May/June 2020
07/05/2020	GCSE (Eduqas)	Drama Component 2. Final date for Eduqas and moderator to receive centre assessed marks for May/June 2020
07/05/2020	GCSE (AQA)	Final date for AQA and moderator to receive centre assessed marks for May/June 2019 (except for Art & Design) Last date for AQA to receive centre-assessed grades for GCSE English Spoken Language Endorsement
15/05/2020	ELC (AQA) Extended Project (AQA)	Last date for AQA and the moderator to receive centre-assessed marks and grades for May/June 2020
15/05/2020	GCSE & GCE (Edexcel)	Final date for submission of centre marks and moderation samples for May/June 2020
15/05/2020	GCE (AQA)	Last date for AQA and the moderator to receive centre-assessed marks for May/June 2020
	A Level Biology (AQA)	Last date for AQA to receive centre-assessed grades for A-level Science Practical Skills Endorsement (Biology)
15/05/2020	GCE (OCR)	Deadline for the receipt of all NEA/coursework marks by OCR. Deadline for the receipt of examiner marked coursework by the examiner
31/05/2020	GCSE & GCE Art and Design	Last date for AQA and the moderator to receive centre-assessed marks for May/June 2020 Art and Design

Dagenham Park Church of England School is committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

Dagenham Park Church of England School ensures that all centre staff follow a robust *Non-examination assessment policy* (for the management of GCE and GCSE non-examination assessments). This policy details all procedures relating to non-examination assessments for

GCE, GCSE, Project qualifications, ELC, including the marking and quality assurance processes which relevant teaching staff are required to follow.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. Dagenham Park Church of England School is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where a number of subject teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

On being informed of their centre assessed marks, if a candidate believes that the above procedures were not followed in relation to the marking of his/her work, or that the assessor has not properly applied the mark scheme to his/her marking, then he/she may make use of the appeals procedure below to consider whether to request a review of the centre's marking.

Dagenham Park Church of England School will

1. ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking before marks are submitted to the awarding body.
2. inform candidates that they may request copies of materials (for example, a copy of their marked work, the relevant specification, the mark scheme and any other associated subject-specific documents) to assist them in considering whether to request a review of the centre's marking of the assessment.
3. having received a request for copies of materials, promptly make them available to the candidate within 5 calendar days.
4. provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
5. provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. Requests must be made in writing within 5 calendar days of receiving copies of the requested materials, using the Internal Appeals form at the end of this document, which must be completed and returned to the Headteacher.
6. allow 7 calendar days for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline.
7. ensure that the review of marking is carried out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the review.
8. instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.

9. inform the candidate in writing of the outcome of the review of the centre's marking.

The outcome of the review of the centre's marking will be made known to the head of centre. A written record of the review will be kept and made available to the awarding body upon request.

The moderation process carried out by the awarding bodies may result in a mark change, either upwards or downwards, even after an internal review. The internal review process is in place to ensure consistency of marking within the centre, whereas moderation by the awarding body ensures that centre marking is line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

## **2. Appeals against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal**

This procedure confirms Dagenham Park Church of England School's compliance with JCQ's *General Regulations for Approved Centres 2019-2020, section 5.13* that the centre has in place "a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal..."

Following the issue of results, awarding bodies make post-results services available. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the exams officer and/or available on the school website.

Candidates are also informed of the arrangements for post-results services **before** they sit any exams and the accessibility of senior members of centre staff immediately after the publication of results via the Candidate Exam Handbook.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, a review of the result may be requested.

*Reviews of Results (RoRs)* offers three services.

- ▶ Service 1 – clerical re-check
- ▶ Service 2 – review of marking
- ▶ Service 3 – review of moderation (this service is not available to an individual candidate)

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a RoR service 1 or 2 is submitted to the awarding body as with these services candidates' marks and subject grades may be lowered. Candidate consent can only be collected after the publication of results.

If a concern is raised about a particular examination result, candidates are first advised to speak to their subject teacher/ head of department with regards to possibly requesting a review of marking. The subject teacher/ head of department will investigate the feasibility of requesting a review supported by the centre.

Where the centre does not uphold a request from a candidate, the final decision is to be made by the candidate (and his/her parent/carer). A consent form/written request together with the

appropriate RoR fee must be received before a request will be made to the awarding body on the candidate's behalf.

If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support a review, an internal appeal can be submitted to the centre in writing to the Headteacher by completing the Internal appeals form at the end of this documents at least 14 calendar days prior to the internal deadline for submitting a request for a review.

The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting a RoR.

Following the RoR outcome, an external appeals process is available if the head of centre remains dissatisfied with the outcome and believes there are grounds for appeal. The JCQ publications Post-Results Services and JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes) will be consulted to determine the acceptable grounds for a preliminary appeal.

Where the head of centre is satisfied after receiving the RoR outcome, but the candidate (or his/her parent/carer) believes there are grounds for a preliminary appeal to the awarding body, a further internal appeal may be made to the head of centre. Following this, the head of centre's decision as to whether to proceed with a preliminary appeal will be based upon the acceptable grounds as detailed in the JCQ Appeals Booklet. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

The **internal appeals form** should be completed and submitted to the centre within 10 calendar days of the notification of the outcome of the RoR. Subject to the head of centre's decision, this will allow the centre to process the preliminary appeal and submit to the awarding body within the required **30 calendar days** of receiving the outcome of the review of results process. Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the exams officer). If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.

**FOR CENTRE USE ONLY**

Date received

Reference No.

**Internal appeals form**

Please tick box to indicate the nature of your appeal and complete all white boxes on the form below

- Appeal against an internal assessment decision and/or request for a review of marking
- Appeal against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal

<b>Name of appellant</b>		<b>Candidate name if different to appellant</b>	
<b>Awarding body</b>		<b>Exam paper code</b>	
<b>Subject</b>		<b>Exam paper title</b>	

**Please state the grounds for your appeal below**

*(If applicable, tick below)*

- Where my appeal is against an internal assessment decision I wish to request a review of the centre's marking  
*If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed*

**Appellant signature:**

**Date of signature:**

**This form must be signed, dated and returned to the exams officer on behalf of the head of centre to the timescale indicated in the relevant appeals procedure**

## Complaints and appeals log

On receipt, all appeals will be assigned a reference number and logged. The outcome of any reviews of the centre's marking will be made known to the head of centre and a written record will be kept and made available to the awarding body upon request.

Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date



## Further guidance to inform and implement appeals procedures

### JCQ publications

- ▶ *General Regulations for Approved Centres*  
<https://www.jcq.org.uk/exams-office/general-regulations>
- ▶ *Post-Results Services*  
<https://www.jcq.org.uk/exams-office/post-results-services>
- ▶ *JCQ Appeals Booklet*  
<https://www.jcq.org.uk/exams-office/appeals>
- ▶ *Notice to Centres - Reviews of marking (centre assessed marks)*  
<https://www.jcq.org.uk/exams-office/coursework>  
<https://www.jcq.org.uk/exams-office/non-examination-assessments>
- ▶ *Notice to Centres – informing candidates of their centre assessed marks*  
<https://www.jcq.org.uk/exams-office/non-examination-assessments>

### Ofqual publications

- ▶ *GCSE (9 to 1) qualification-level conditions and requirements*  
<https://www.gov.uk/government/publications/gcse-9-to-1-qualification-level-conditions>
- ▶ *GCSE (A\* to G) qualification-level conditions and requirements*  
<https://www.gov.uk/government/publications/gcse-a-to-g-qualification-level-conditions-and-requirements>
- ▶ *GCE qualification-level conditions and requirements*  
<https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>
- ▶ *Pre-reform GCE qualification-level conditions and requirements*  
<https://www.gov.uk/government/publications/gce-qualification-level-conditions-for-pre-reform-qualifications>